



<Date>
<Case Number>

Welcome to the IA Health Link Program

Most Iowa Medicaid programs are covered by the managed care program called IA Health Link. A Managed Care Organization, or MCO, is a health plan that coordinates care for a member. You have three MCOs to choose from for your IA Health Link coverage.

Please follow the three steps below to choose a health care plan that best fits you.

Step 1

• Review

- Enclosed is information about your choice in managed care organizations (MCOs). Review this information to make the best choice for you and/or your family member's health care needs.

Step 2

• Choose

- For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- You must make a choice by your **Choice Period End Date** which is <<**Choice-Date**>>

Step 3

• Enroll

- Phone: Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.
- Mail: Return the enrollment form included in this packet using the postage paid envelope.
- Email: Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.

You will find information in this packet about the three MCOs that you can choose to be your health plan:

- Amerigroup Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.
- AmeriHealth Caritas Iowa, Inc.

* **PACE** (Program of All-Inclusive Care for the Elderly) is another managed care program option for members age 55 or older who live in certain Iowa counties and meet certain level of care requirements. Information about the PACE program can be found in your IA Health Link Member Handbook.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.



What will happen next?

- You will receive a Confirmation of Coverage Letter that:
 - Confirms your MCO choice(s) or assignment and your MCO coverage start date.
- Ongoing MCO selection process:
 - You have until the **Choice Period End Date** listed to change your MCO.
 - **Choice Counseling** is available by calling Iowa Medicaid Member Services.
 - If you need **In-Person Assistance**, call Iowa Medicaid Member Services.
 - You have **90 days** from the **Choice Period End Date** listed in this letter to change your MCO for any reason.
 - You may change your MCO choice annually. You will be notified of your annual enrollment period.
 - You may change your MCO at any time for reasons of “Good Cause.” For more information on “Good Cause,” please see page 8 in the IA Health Link handbook: http://dhs.iowa.gov/sites/default/files/IAHealthLinkMemberHandbook_FinalOnlineVersion.pdf

You may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, Monday through Friday, from 8 a.m. to 5 p.m. You also have the option to email general questions to Member Services at IMEMemberServices@dhs.state.ia.us.

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono **1-800-338-8366** de 8 a.m. a 5 p.m., de lunes a viernes.*

** Each member listed has been given a choice assignment noted below. **If you like the already chosen assignment, you do not need to do anything.** If you do not like the chosen assignment, please follow the three steps at the front of this letter to make your own choice.*

Member Name	MCO	State ID Number
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>

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